

Prince Charming



# Friends and Library Staff: the Ultimate Challenge

**Rebecca Higgerson**  
**Brandon Twp Public Library Director**  
**2019 FOML Spring Workshop**  
**April 4, 2019**

# Shared Goals

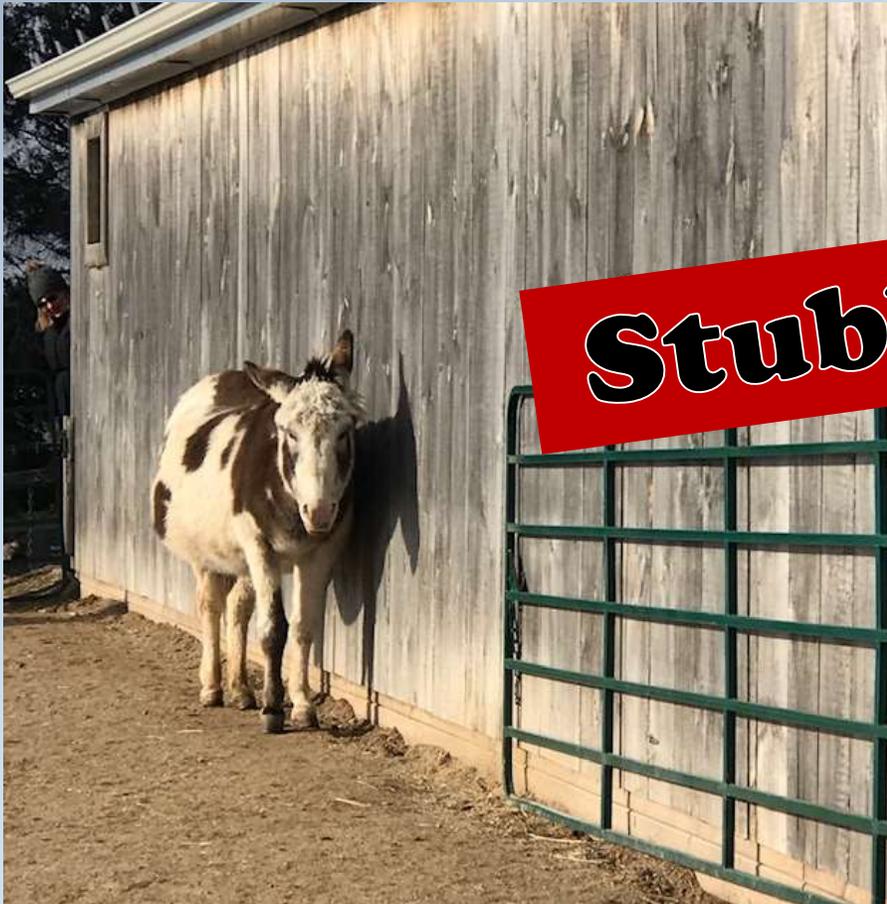


**Good**

Camaraderie



# Disagreements



**Stubborn**



Isolation

# Multiple Choice

**A.**



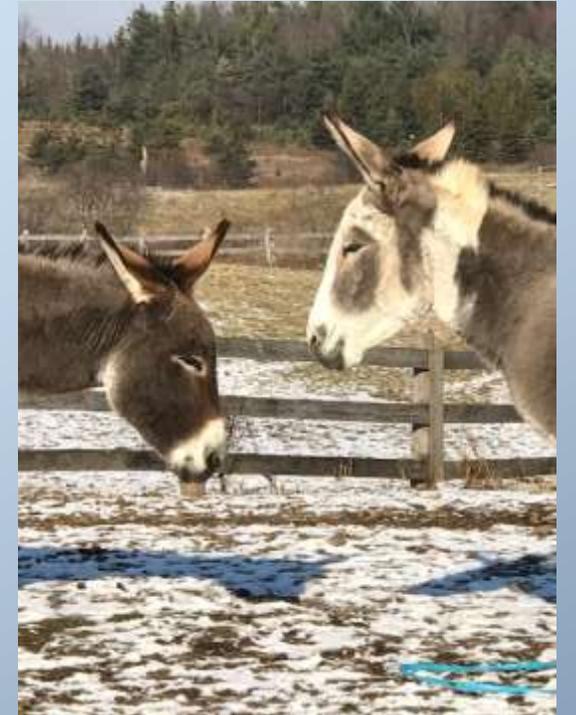
**B.**



**C.**



**D.**



**1. You are one of a small handful of active Friends, but you don't really like the people in the group. Should you...**

A. Follow the Golden Rule

B. Work a day and time that no one else wants

C. Quit



Alienate everyone else until you're the last person standing

**2. You have been a Friend longer than the new director has been alive. She said you can no longer use the staff bathroom. Should you...**

A. Avoid drinking fluids 8 hours before your shift

B. Use the public bathroom, of course, before the patrons comes in

C. Quit



Hold it...you'll show her!

### 3. You do not like the personnel decisions that the library director makes. Should you...

A. Stay out of it

B. Complain to your husband

C. Quit



Post an anonymous note at the local grocery store saying that the director is evil

## 4. Library staff complain that the Friends book sale shelves are “in the way”. Should you...

- A. Work with the Director to locate a space that works for the staff and Friends
- B. Purchase a mobile shelf that can live near the highest traffic area
- C. Quit
- D. Tell the staff, “Happiness is a choice”.

## 5. You notice the director is constantly throwing away good things. Should you...

A. Recycle them

B. Check to see if you could sell them online to benefit the Friends

C. Quit



Inform her that, “The Friends paid a lot of money for that 15 years ago!”

## 6. Your Friends group decides to fund some library programming. Should you...

A. Write a check to the library

B. Offer suggestions of great programs you've seen at other libraries

C. Quit



Host an after hours birthday party at the library for the Friends

President's child

**7. We all agree that we want to advertise the wonderful services that we provide as Friends, but the director says she has to approve the flyer first. Should we...**

A. Ask the library's marketing team to create it for us

B. Subcontract it out

C. Quit



Secretly create it ourselves and hope the director doesn't see it

**8. You discover that on the down low a library employee went through the unprocessed Friends donations and took the best of the best AND did not pay for them. Should you...**

A. Gently remind the employee that she has to pay for the materials

B. Talk to the Friends President and/or Library Director

C. Quit



Set up a trip wire and dust for prints

## 9. You have been the Friends president since the Bush years (either one) and you are tired. Should you...

A. Start working on a succession plan

B. Swap places with the Treasurer

C. Quit



Hang on until the last breath in your body

## 10. You think the new director is a spendthrift. Should you...

- A. Look the other way...after all, she has a Board who oversees her purchases
- B. Appreciate that the library has new a new copier, cash register, and big screen for the meeting room
- C. Quit
- D. Cave and ask for new stuff for the Friends

**11. The staff liaison to the Friends smiles and supports the library director when she attends your meetings and badmouths her when she doesn't. Should you...**

A. Just sit back and feel uncomfortable about the conflict

B. Quietly and respectfully approach the director

C. Quit



Jump in and join the party

**12. At one of your meetings, the library director suggests you might want to adopt a Membership fee for Friends members. Should you...**

A. Consider the option

B. Comment that you think your community would not be in favor

C. Quit



Get angry and threaten to quit in a blaze of glory

**13. Four of you run the Friends bookstore like a tight ship, and you don't want new members changing your vibe. Should you...**

A. Continue to do all the work yourselves

B. Recognize that many hands make light work

C. Quit



Give the new volunteer the cold shoulder until he quits

**14. The Friends are asked by the Library to write a letter in support of naming the library after a controversial politician. Should you...**

A. Take that vacation to South America that you've always wanted

B. Schedule elective surgery

C. Quit

D. ...I don't know...I got nothing

**15. You take time out of your busy day to attend a FOML workshop and have the opportunity to hear a powerful presentation which includes wonderful donkey pictures. Should you...**

A. Thank the workshop committee for their commitment to excellence 😊

B. Continue to support your libraries in the best way you know how

C. Quit



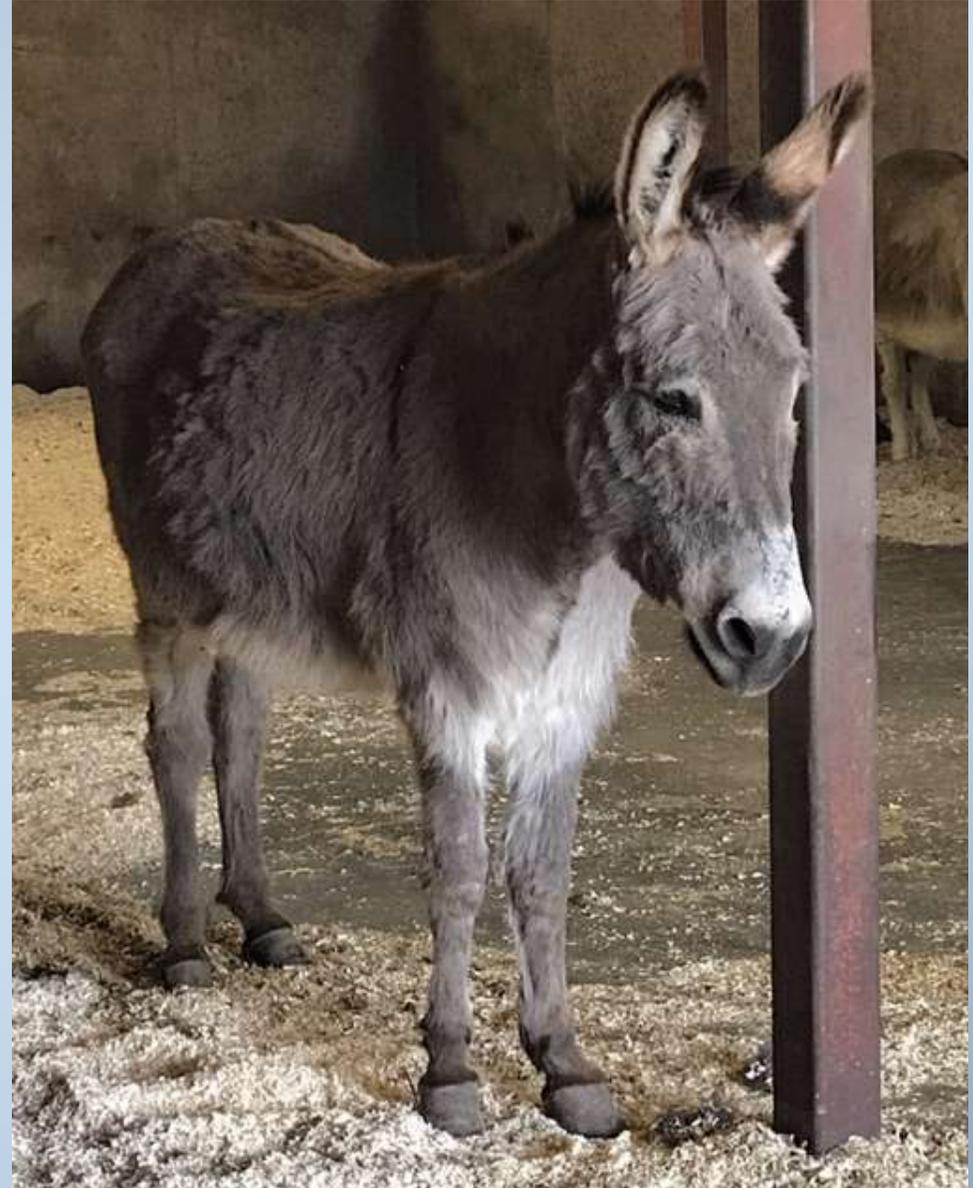
Know how important all of you are to the success of our libraries; we sincerely thank you!

Be

a

**Good**

donkey.



Prince Charming



**Rebecca Higginson**  
**Brandon Twp Public Library**  
**248-627-1474**  
**[rhigginson@brandonlibrary.org](mailto:rhigginson@brandonlibrary.org)**